ARMY
KNOWLEDGE
MANAGEMENT...
The Strategic Transformer

Army Knowledge Management (AKM)

Army Knowledge Management, an integral part of the Army Campaign Plan, is the strategy for transforming the Army to a network-centric, knowledge-based force improving decision dominance and organizational performance.

Two key documents - the AKM Strategic plan and the AKM Implementation Plan - were released by Army leadership in FY03. The AKM Strategic plan focuses on the material development of the Army network as well as the associated changes in the Army's doctrine, organization, personnel structure, training and leadership philosophy. These changes will improve decision dominance by warfighters and functionals. The AKM Implementation Plan documents specific responsibilities necessary for achieving the AKM vision and strategy.

The CIO of the Army will track and manage the efforts of all warfighting and functional Domains, as well as the Enterprise infostructure Domain, to ensure the Army brings the right information management and information technology tactics, techniques and procedures to bear in provision of "the network" to current and future forces.

For additional information, please visit the CIO/G6 AKM community page on AKO.

Don't wait – login to AKO today, and every day!

AKO Mail

- **Access to mail:** AKO provides mail service via a secure web interface, POP-S or IMAP-S. You can also set it to forward to your local email account
- **Email Storage:** 50 MB max (using the web interface or IMAP); with 20 MB maximum attachment size limit (5 MB if using the web interface)

Help

There are multiple ways to get help in AKO. The **Help** link on the sign-in page links to a database of other users' problems and previously encountered solutions. The major categories under this help area include:

- **Frequently Asked Questions** (**FAQ**) Find answers to common problems
- **Ask a Question** of the technical staff
- **My Questions,** where you can check the status of your current and past questions, modify your profile, and more
- **Provide Feedback** in the form of suggestions or complaints
- **Contact Us** - A voice over IP application which allows you to speak with Help Desk personnel via your PC, provided you have a sound card, speakers, and microphone
- **Report Computer Attacks, Abuse and Harrassment**

To find a more extensive **Help Guide,** sign on and click the "Help Files" link on the left side, under "Getting Started."

The **AKO Help Desk** can be contacted by calling (toll free) 1-877-AKO-USER (877-256-8737), DSN: 312-654-4357 (24x7), or by sending an email to **help@us.army.mil**

U.S.ARMY

INFORMATION
KNOWLEDGE
COLLABORATION

AKO ARMY KNOWLEDGE ONLINE

AKO 3.0

**Leveraging the Infostructure
for America's Army at War**

AKO provides Army-wide access to people, information, and services

The AKO Portal is a place where you can:

- **Access** numerous sources of information and services, including an Army whitepages and Army-wide applications that help perform your duties.
- **Locate** others who share your interests.
- **Share** information by adding your ideas, suggestions, and "lessons-learned" to the cumulative Army knowledge base.
- **Use collaborative tools** such as Instant Messaging, chat rooms, forums, and AKO Files to collaborate on potential solutions.
- **Obtain** free antivirus software.

Who can access the portal?

Full AKO Accounts are available to all:

- Active Army
- Army Retired
- Medically Retired
- Army National Guard
- U.S. Army Reserve
- U.S. Military Academy Cadets
- ROTC Cadets (MS III and IV)
- DA & NAF Civilians

NOTE: Guest accounts are also available to users who are sponsored by a FULL AKO account holder (e. g. military member's spouse and family members).

Personalize AKO

There are many ways you can make AKO your own. Use My Workspace to:
- View and manage your notifications
- View and manage your pages
- View your group memberships
- Update your account information, including your profile, email and IM preferences, and your password

AKO Login

Contact the AKO Helpdesk
Take the AKO Tutorials

Login to AKO

Login to AKO
Login to AKO Lite

New User?

Register for AKO
Eligibility: Active Army, Army Reserve, National
Guard, DA Civilian, Retired Army, and Army Guests.

Forgot Your Password?

Lost Password

MSG Jeffrey White from the Parwan Provincial Reconstruction Team (PRT), Bagram Air Field, Afghanistan, distributes humanitarian assistance during an assessment of a school in the village of Korakdana, Afghanistan, 7 June 2004. The Parwan PRT is assisting in reconstruction and humanitarian assistance to help rebuild Afghanistan. (U.S. Army photo by SPC Patrick Tharpe) (Released).

This is a DoD web site. The security accreditation level of this site is Unclassified FOUO and below. Do not process, store, or transmit information classified above the accreditation level of this system. DoD web sites may be monitored for all lawful purposes, including to ensure their use is authorized, for management of the system, to facilitate protection against unauthorized access, and to verify security procedures, survivability, and operational security. Monitoring includes, but is not limited to, active attacks by authorized DoD entities to test or verify the security of this system. During monitoring, information may be examined, recorded, copied and used for authorized purposes. All information, including personal information, placed on or sent over this system may be monitored. Use of this DoD web site, authorized or unauthorized, constitutes consent to monitoring. Unauthorized use of this DoD web site may subject you to criminal prosecution. Evidence of unauthorized use collected during monitoring may be used for administrative, criminal or other adverse action.

Use of this system constitutes consent to monitoring for all lawful purposes.

AKO Registration and Login

- Access AKO at **https://www.us.army.mil**
- Click the **New User** link.
- New **FULL** accounts will need SSN and Date of Birth. Military members also need Pay Entry Base Date. DA Civ and NAF also need their Service Computation Date (Block 31, SF Form 50).
- New **GUEST** accounts will need a **FULL ACCOUNT** sponsor's AKO ID. Your **FULL ACCOUNT** sponsor will receive an email that you have requested an account. After the **FULL ACCOUNT** sponsor approves the **GUEST,** you will have access to AKO.

AKO Files

AKO Files enables users to go online and share their files securely through the AKO Portal. For quick access, click on the **files** icon in the yellow toolbar at the top right of the home page. Use the shortcuts on the AKO Files main page or refer to the Help Files to learn how to:
- Upload, download, and share files
- Version files and send notifications
- Create, manage, and subscribe to Knowledge Centers
- Participate in discussions on files

Groups

AKO Groups is a powerful new component that allows users to collaborate in a team; secure all content – including pages, channels, and files; and quickly send notifications to team members. There are four primary types of groups:
- Army Groups (example: all National Guard Officers)
- Organizational Groups (example: everyone in TRADOC)
- Collaborative Groups (example: all members of a team)
- Personal Groups (example: my contact list)

Army Groups and Organizational Groups are created by AKO Administrators, but any AKO user can create a Collaborative Group on a topic of interest. Click on the **groups** icon in the yellow toolbar to learn more!

Organizational Sites

Army Organizations maintain a presence in the official hierarchy on the AKO Home Page. These organizations create and maintain **Organizational Sites,** which appear on the left-hand side of the AKO Home Page under the Army Organizations Section. Organizational Sites provide commanders with a virtual means to communicate key messages, deliver targeted notifications, organize content, and gather feedback.
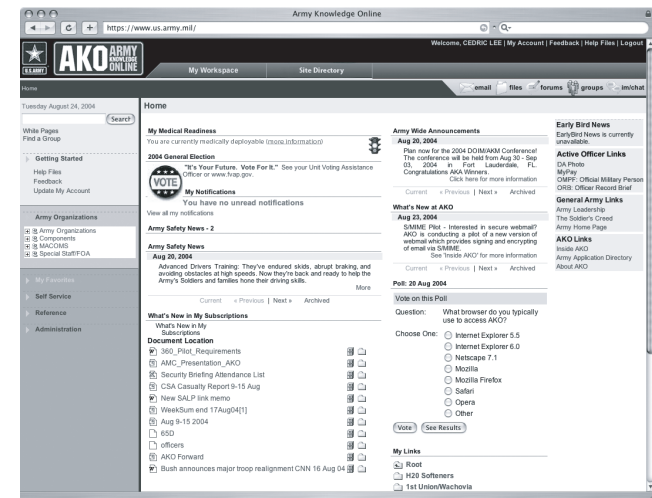
AKO Version 3.0

Collaborative Teams and Communities

AKO now provides users the ability to create **Virtual Team** sites and **Online Community** Sites.

Virtual Team sites provide leaders and action officers with the ability to pull geographically dispersed individuals into work groups to collaborate on specific projects. Virtual Team sites foster:
- Collective problem solving
- Rapid information exchange
- Online monitoring of milestones
- Joint development of documents and other deliverables

Online Community sites can take the form of Communities of Practice or Communities of Interest, which are the two major community types recognized by the Army and the DoD. Online Community sites provide advanced features for:
- Information sharing
- Dissemination of proven practices
- Virtual mentoring and peer assistance
- Collective learning and problem solving